

INDIANA DEPARTMENT OF CHILD SERVICES

Request for Proposal to Provide:

Child Advocacy Center/Children's Justice Act Services

Regional Child Welfare Services

Response Due Date:

October 26, 2016

Services and Outcomes Division
Indiana Department of Child Services
302 W. Washington St., Room E306
Indianapolis, Indiana 46204

SECTION ONE

1.0 GENERAL INFORMATION AND REQUESTED PRODUCTS/SERVICES

1.1 INTRODUCTION

The Department of Child Services (DCS) will support Child Advocacy Centers across the state. The source of funding will be a combination of Children's Justice Act (federal) funding and Child Advocacy Center (state) funding. The regions and included counties are listed below. It is the intent of DCS to solicit responses to this Request for Proposals (RFP) in accordance with the statement of work, proposal preparation section, and specifications contained in this document. This RFP is being posted to the DCS website <http://www.in.gov/dcs/3338.htm> for downloading. Neither this RFP nor any response (proposal) submitted hereto are to be construed as a legal offer.

Region 6: Fulton & Howard Counties

1.2 Eligible entities under this program:

The Child Advocacy Center must be a Non Profit entity with 501.c3 status or a government entity such as a Prosecutor's Office. The Child Advocacy Center with the Non Profit status may be a stand-alone Child Advocacy Center, a Child Advocacy Center under an umbrella agency, or a Child Advocacy Center under a Prosecutor's Office.

1.3 SUMMARY SCOPE OF WORK

Contractors chosen will be expected to provide forensic interviews in a manner that is consistent with the Principles of Child Welfare Services (Attachment F). These specifications include but are not limited to: length, quality and type of service, qualifications of staff, documentation requirements, as well as program reports and evaluation.

1.4 QUESTION/INQUIRY PROCESS

Inquiries are not to be directed to any staff member of DCS. Such action may disqualify Respondent from further consideration for a contract resulting from this RFP.

If it becomes necessary to revise any part of this RFP, or if additional information is necessary for a clearer interpretation of provisions of this RFP prior to the due date for proposals, an addendum will be posted on the Department of Child Services website. If such addenda issuance is necessary, the Department of Child Services may extend the due date and time of proposals to accommodate such additional information requirements, if required.

1.5 DUE DATE FOR PROPOSALS

To be considered, proposals must be submitted electronically through the Proposal Portal by October 26, 2016.

All electronic copies of the proposal must submitted online by 4pm (EDT) on 10/26/2016.

Any proposal not submitted electronically by 4pm EDT on 10/26/2016 will not be considered.

1.6 PROPOSAL CLARIFICATIONS, PROPOSAL DISCUSSIONS, AND CONTRACT DISCUSSIONS

The State reserves the right to request clarifications on proposals submitted to the State. The State also reserves the right to conduct proposal discussions, either oral or written, with Respondents. These discussions could include request for additional information, request for cost or technical proposal revision, etc. Additionally, in conducting discussions, the State may use information derived from proposals submitted by competing respondents only if the identity of the respondent providing the information is not disclosed to others. The State will provide equivalent information to all respondents which have been chosen for discussions. Discussions, along with negotiations with responsible respondents may be conducted for any appropriate purpose. The Department of Child Services or its appointed representatives will initiate and facilitate all discussions. Any information gathered through oral discussions must be confirmed in writing.

1.7 REFERENCE SITE VISITS

Following an award, The State may require site visit(s) to a Respondent's working support center to aid in the evaluation of the Respondent's provision of service.

1.8 TYPE AND TERM OF CONTRACT

The State intends to sign a contract with multiple Respondent(s) to fulfill the requirements in this RFP. (Sample Contract in Attachment H) (Exhibit 1 of the Contract is in Attachment I)

The term of the contract shall be for a period determined by the timing of the request for the proposal and the necessary period of time to activate a contract. All contracts will end **September 30, 2018**. The state may exercise the option to extend contracts for two years.

1.9 CONFIDENTIAL INFORMATION

Respondents are advised that materials contained in proposals are subject to the Access to Public Records Act (APRA), IC 5-14-3 et seq., and, after the contract award, the entire RFP file may be viewed and copied by any member of the public, including news agencies and competitors. Respondents claiming a statutory exception to the APRA must place all confidential documents in a sealed envelope clearly marked "Confidential" and must indicate on the outside of that envelope that confidential materials are included. The Respondent must also specify the statutory exception of APRA that applies. The State reserves the right to make determinations of confidentiality. If the Respondent does not identify the statutory exception, DCS will not consider the submission confidential. If the State does not agree that the information designated is confidential under one of the disclosure exceptions to APRA, it may seek the opinion of the General Counsel for the Department of Child Services. Prices are not confidential information.

1.10 SECRETARY OF STATE REGISTRATION

If awarded a contract, the Respondent will be required to register the agency's legal name, and be in good standing, with the Secretary of State. This legal name must be used on all documents included in the proposal process. The registration requirement is applicable to all limited liability partnerships, limited partnerships,

corporations, S-corporations, nonprofit corporations and limited liability companies. Information concerning registration with the Secretary of State may be obtained by contacting:

Secretary of State of Indiana
Corporation Division
402 West Washington Street, E018
Indianapolis, IN 46204
(317) 232-6576
www.in.gov/sos

Note: When you complete the application, your agency's legal name must match your registered name with the Secretary of State. If it does not and your agency is selected for a contract, the contract will be delayed until this is resolved.

Before contracts are moved through the signature process they must pass review by the Department of Workforce Development (DWD) and Department of Revenue (DOR). If an agency that is accepted for a contract by DCS has unpaid unemployment insurance or unpaid taxes to the State, the contract will be held until these issues are resolved. Any issues must be resolved with DWD/DOR. It is extremely important that all agencies are aware of this review to prevent delays in the timely execution of the contract.

1.11 COMPLIANCE CERTIFICATION

Responses to this RFP serve as a representation that the respondent has no current or outstanding criminal, civil, or enforcement actions initiated by the State, and it agrees that it will immediately notify the State of any such actions. The Respondent also certifies that neither it nor its principals are presently in arrears in payment of its taxes, permit fees or other statutory, regulatory or judicially required payments to the State. The Respondent agrees that the State may confirm, at any time, that no such liabilities exist. If such liabilities are discovered, the State may bar the Respondent from contracting with the State, cancel existing contracts, withhold payments to set off such obligations, and withhold further payments or purchases until the entity is current in its payments on its liability to the State and has submitted proof of such payment to the State. If, in an audit or review by the State, it is discovered that there is a non-compliance issue with either the service standard or the contract, the State may elect to impose a financial penalty.

1.12 AMERICANS WITH DISABILITIES ACT

The Respondent specifically agrees to comply with the provisions of the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq. and 47 U.S.C. 225).

SECTION TWO

2.0 Proposal preparation

2.1 GENERAL

To facilitate the timely evaluation of proposals, a standard format for proposal submission has been developed and is described in this section. The proposal/application will be submitted electronically. (See Attachment B for instructions on electronic submission.)

Each Program Proposal must include

1. **Application:** The information needed to complete the application process is located online at this website: <http://www.in.gov/dcs/3338.htm>. The electronic application is located at <https://financials.dcs.in.gov/Public/RFP/RequestAvailable.aspx>. It includes agency information and geographic area to be covered.
2. **Service Narrative:** The Service Narrative template must be used (Attachment C). This portion of the proposal allows the applicant to provide specific information regarding the proposed service. One service narrative should be completed for each county being proposed.
3. **Budget & Budget Narrative:** The Budget template (Attachment D) must be used. There is no standard format for the budget narrative. One budget and narrative should be completed for each county being proposed.

Respondents will be required to print the Program Proposal from the Proposal Portal website and sign the application in blue ink. This application and all of the submitted attachments should be submitted and uploaded as indicated in the table below.

Note: Respondents will submit one proposal for each selected county to be served.

The RFP submissions must include the following:

| | Submitted Electronically by Date on Request for Proposal |
|---|---|
| Upload Application | <input type="checkbox"/> |
| Upload Attachment C(s) – Service Narrative(s) | <input type="checkbox"/> |
| Attachment D – Budget(s) | <input type="checkbox"/> |
| Change Proposal Status to Submitted | <input type="checkbox"/> |

Prior to submitting the proposal, it is vital that the proposal be reviewed to ensure that all required information is included.

Proposals cannot be submitted electronically without the required attachments. All proposals must be submitted in entirety electronically no later than the date listed on the RFP and a signed copy uploaded no later than the date listed on the RFP.

During the submission process, if a provider experiences technical difficulties, childwelfareplan@dcs.in.gov should be emailed. Only technical questions will be allowed. All other questions should be submitted as prescribed in Section 1.4 above.

2.2 APPLICATION

The application is prepared online. It includes agency information, geographic area to be covered and proposed services. It also includes the certification that the respondent agrees to the assurances (Attachment G), sample contract (Attachment H), Child Welfare Principles (Attachment F) and service standards (Attachment A). The application should be signed by a person authorized to commit the Respondent to its representations and who can certify that the information offered in the proposal meets all general conditions. This document is to be uploaded.

Proposals must identify and meet service components in the Service Standards (See Attachment A for Service Standards). Proposals must identify history of quality service, program name/service standard/referral process, service demographics process, practice model, and program evaluation as reflected in the service standard.

2.3 BUDGET AND BUDGET NARRATIVE

The Budget template (Attachment D) must be used. There is no standard format for the budget narrative. Both a budget template and a budget narrative must be provided that specifically identifies which county is proposed to be served. One budget must be completed for each county proposed. Respondents shall submit a budget that reflects the cost for one (1) year of service. The Budget template must be used. Federal Selected Disallowed Expenses (Attachment N) list expenses that cannot be included in the budget.

Each county has been allocated a specific amount of funding per year based on State Fiscal Year 2015 DCS assessment numbers as well as identified need for services in the past with an overall annual budget of \$2.5 million from state and federal funds.

County Allocations

| County | Allocation |
|--------|------------|
| Howard | \$33,476 |
| Fulton | \$8,886 |

SECTION THREE

PROPOSAL EVALUATION

3.1 PROPOSAL EVALUATION PROCEDURE

The State will select a group of personnel to act as a proposal evaluation team. Subgroups of this team, consisting of one or more team members, will be responsible for evaluating proposals with regard to compliance with RFP requirements. All evaluation personnel will use the evaluation criteria stated in Section 3.2.

The Department of Child Services designee will, in the exercise of sole discretion, determine which proposals offer the best means of servicing the interests of the State. Recommendation by the Regional Service Councils will be considered when determining which proposals will be accepted for contracts.

The procedure for evaluating the proposals against the evaluation criteria will be as follows:

1. Each proposal will be evaluated for adherence to requirements and Assurances on a pass/fail basis. Proposals that are incomplete or otherwise do not conform to proposal submission requirements may be eliminated from consideration.
2. Each proposal will be evaluated on the basis of the categories included in Section 3.2. A point score has been established for each category.
3. Based on the results of this evaluation, the qualifying proposal determined to be the most advantageous to the State, taking into account all of the evaluation factors, may be selected by the Department of Child Services for further action, such as contract negotiations. If, however, the Department of Child Services decides that no proposal is sufficiently advantageous to the State, the State may take whatever further action is deemed necessary to fulfill its needs. If, for any reason, a proposal is selected and it is not possible to consummate a contract with the Respondent, the Department of Child Services may begin contract preparation with the next qualified Respondent or determine that no such alternate proposal exists. The State may also choose multiple respondents to provide services.

3.2 EVALUATION CRITERIA

Proposals will be evaluated based upon the proven ability of the Respondent to satisfy the requirements of the RFP in a cost-effective manner. Each of the evaluation criteria categories is described below with a brief explanation of the basis for evaluation in that category (Attachment K). The points associated with each category are indicated following the category name (total maximum points = 25). If any one or more of the listed criteria on which the responses to this RFP will be evaluated are found to be inconsistent or incompatible with applicable federal laws, regulations or policies, the specific criterion or criteria will be disregarded and the responses will be evaluated and scored without taking into account such criterion or criteria. The Department of Child Services designee will, in the exercise of sole discretion, determine which proposal(s) offer the best means of servicing the interests of the State. The exercise of this discretion will be final. DCS reserves the right to contract with multiple respondents for the same service within the same county.



ATTACHMENT K PROPOSAL SCORING TOOL

Proposal ID: _____ **County:** _____ **Date:** ___/___/___

Provider: _____

Service: _____

Instructions:

1. Adherence to mandatory requirements is Pass/Fail. The DCS Central Office will supply information of Pass/Fail for this question.
2. Please complete one score sheet for each service narrative.
3. Remember to rate each statement listed on the score sheet. A rating should be selected for each numbered item.

The leader will collect the evaluations and the confidentiality forms and return them to the Regional Child Welfare Services Coordinator.

Adherence to Mandatory Requirements (followed instructions and standard format and inclusion of a budget if applicable) (circle one)
PASS FAIL

Justification for Fail:

1. HISTORY OF QUALITY SERVICES
This section of the narrative should describe your agency's ability to deliver community-based services to at-risk children and their families. This section should document your agency's history of collaboration and work with DCS, Probation, schools or other community agencies. Information should be specific to county/agency/region served.

| Fail (0 Points) | Does Not Meet Criteria (1-2 Points) | | Meets Criteria (3- 4 Points) | | Exceeds Criteria (5 Points) |
|---|--|---|--|---|--|
| | 1 | 2 | 3 | 4 | |
| Proposal fails to address this section. | Proposal does not clearly state service provision history. They fail to deliver an effective plan for providing forensic interviews for at risk children and families. The agency does not clearly define history of working relationships with DCS, Probation, schools, or other community agencies within proposed county or region. | | The proposal provides a detailed history of past services rendered. The plan for delivering forensic interviews for at risk families and children is clear and concise and takes into account demographic information for the areas served and provides documentation of experience in serving that demographic. | | The proposal provides a concise, detailed outline specific to the forensic interviews for at risk children and their families. The agency provides documentation of an exemplary long standing partnership with DCS, Probation, schools, or other community agencies within the specific counties or regions served. |

2. PROGRAM NAME/SERVICE STANDARD & INTAKE/REFERRAL PROCESS
The Service Narrative should identify the service standard and description of the intake/ referral process. Description of the intake/ referral process should include from the time an agency receives the referral to the initiation of services for the referral. Identify key positions that ensure the initiation timeframes of the forensic interviews will be met as outlined in DCS service standards. (e.g., how is referral email monitored, timeframes, FCM or Probation Officer contact, family contact, initiation to provide forensic interviews)

| Fail (0 Points) | Does Not Meet Criteria (1-2 Points) | | Meets Criteria (3- 4 Points) | | Exceeds Criteria (5 Points) |
|---|--|---|--|---|---|
| | 1 | 2 | 3 | 4 | |
| Proposal fails to address this section. | Proposal does not clearly define the service standard and does not have a clear description of the intake/referral process. Fails to identify the plan for initiation of the forensic interview. Fails to identify the staff members that will ensure compliance to the timeframes stated in the service standard. | | Identifies the correct service standard and proposes a structured and clear intake process. Includes detailed information regarding the initiation process for the forensic interview and how timelines will be adhered to. Key staff members are identified in regards to responsibilities in adhering to the timeframes established in the DCS service standard. | | Recognition of the proposed service standard initiation timeframes and a concise/detailed explanation of the agency's referral and initiation process. Provides detailed information, in regards to the organization of the agency: focusing on the key elements of ensuring the intake/referral process is smooth (even in the absence of the reported key personnel), including a |

| | | | | | |
|--|--|----------|--|----------|--|
| | | | back-up plan to ensure timelines are always met. | | |
| 3. SERVICE DEMOGRAPHICS | | | | | |
| Describe the capacity of your agency to provide the service within the county you are proposing. Please indicate any specialized populations you are able to serve or specialized staff expertise. (e.g., clients suffering from substance use disorders, mental health issues, multilingual staff availability, special training or credentials) Describe your agency's ability to serve diverse cultural populations. | | | | | |
| Fail (0 Points) | Does Not Meet Criteria (1-2 Points) | | Meets Criteria (3- 4 Points) | | Exceeds Criteria (5 Points) |
| 0 | 1 | 2 | 3 | 4 | 5 |
| Proposal fails to address this section. | Proposal fails to identify a specific/target population that will benefit from the service. Fails to identify how families will be able to access the forensic interviews within the county. Fails to address agency capacity and availability. Fails to describe agency's effort to serve a culturally diverse population. | | Agency clearly identifies the target service population. Proposal provides information as to how the families will access services in the county and agency capacity and availability as well as identifies the agency's ability to serve a culturally diverse population. | | Agency provides demographic information for the area to be served and matches that information with their proposed target population. Provides concrete and detailed information regarding how families access services, the agency's capacity and availability, and a detailed plan for increasing capacity if needed in the future, including plans for model sustainability. Agency provides a detailed description of ability to serve the identified cultures in the proposed area. |
| 4. PRACTICE MODEL | | | | | |
| Describe any specific standards associated with Child Advocacy Centers that will be utilized in delivering the proposed service. Describe Respondent's experience and training related to the service delivery model for forensic interviewing and the ongoing training of the Multidisciplinary Team Members. Is the agency accredited by the National Children's Alliance? What specific certifications do the staff members have to provide forensic interviews? Please attach a copy of the certification. | | | | | |
| Fail (0 Points) | Does Not Meet Criteria (1-2 Points) | | Meets Criteria (3- 4 Points) | | Exceeds Criteria (5 Points) |
| 0 | 1 | 2 | 3 | 4 | 5 |
| Proposal fails to address this section. | The proposal fails to: describe standards used for the delivery of service; the proposal fails to adequately describe the components of the model/practice; the standards referenced do not coincide with the proposed practice; and/or the proposal does not demonstrate a sufficient understanding of the standards associated with CACs including training, certification, fidelity, and assurance. | | The proposal effectively describes standards that coincide with the proposed service. If the standards associated with CACs are not being utilized, the agency describes a model that is appropriate for the proposed service. The description clearly and concisely describes the components of the model/practice they intend to utilize. The agency clearly articulates how model fidelity will be ensured. | | The agency proposes to implement standards associated with CACs, which meets the needs of the target population. The proposal provides a clear and concise plan for implementation, sustainability, and integration into daily service provision. The proposal demonstrates a full understanding of CACs and components including training, certification, fidelity, and assurance. |
| 5. PROGRAM EVALUATION | | | | | |
| The Service Narrative should describe the agency's tracking of the number of forensic interviews and quarterly reporting. In addition, the service narrative should provide information on response to referrals, timeliness of the interviews, and impact on the community. Description should also include specific quality improvement/ assurance plans that the agency has implemented to ensure quality service delivery. Proposal has an example of when data were used to make decisions about the program. | | | | | |
| Fail (0 Points) | Does Not Meet Criteria (1-2 Points) | | Meets Criteria (3- 4 Points) | | Exceeds Criteria (5 Points) |
| 0 | 1 | 2 | 3 | 4 | 5 |
| Proposal fails to address | Proposal fails to describe how the agency will track the forensic interviews, the quarterly reports and/or does not describe the agency's plan to capture quality | | The agency's tracking and reporting are discussed and/or the proposal described the agency's plan to capture outcomes along with the impact on the community. A detailed | | The agency clearly demonstrates collection of data, quarterly reporting, impact on the community, and implementing their quality |

| | | | |
|-----------------------------|--|---|--|
| this section. | outcomes or its impact on the community. No mention of quality improvement or quality assurance is included. | quality improvement/quality assurance plan is referenced. | improvement/quality assurance plan. An effective use of data is provided in planning improvements. |
| STEP 2 TOTAL POINTS | | | /25 |
| Comments: | | | |
| Evaluator Signature: | | Print Name: | Date: |
| Evaluator Signature: | | Print Name: | Date: |
| Evaluator Signature: | | Print Name: | Date: |

SECTION FOUR

REPORTS

4.0 REPORTS

Providers will be required to prepare, maintain, and provide any statistical reports, program reports, other reports, or other information as requested by DCS relating to the services provided.

4.1 Quarterly REPORTS

CACs are to use the DCS template for reporting on each quarter's interviews and training opportunities. See Attachment J for the DCS template to be completed by the 10th of the month following the quarter. All reports should be submitted electronically to childwelfareplan@dcs.in.gov and if the reports are not submitted, the invoices for the agency may not be honored. Therefore monthly invoices submitted by providers are dependent upon the quarterly reports.

| | |
|--------------------------------|----------------------|
| October 1 to December 31, 2016 | Due January 10, 2017 |
| January 1 to March 31, 2017 | Due April 10, 2017 |
| April 1 to June 30, 2017 | Due July 10, 2017 |
| July 1 to September 30, 2017 | Due October 10, 2017 |
| October 1 to December 31, 2017 | Due January 10, 2018 |
| January 1 to March 31, 2018 | Due April 10, 2018 |
| April 1 to June 30, 2018 | Due July 10, 2018 |
| July 1 to September 30, 2018 | Due October 10, 2018 |

These quarterly reports are due by the 10th of the month following service.

SECTION FIVE

See <http://www.in.gov/dcs/3398.htm> for attachments

ATTACHMENTS

| | | |
|----------|---|---|
| A | Service Standards | |
| B | KidTraks User Guide | |
| C | Service Narrative | |
| D | Budget | |
| E | Monthly invoice template | |
| F | Principals of Child Welfare Services | For your information. A signed Application certifies agreement to adhere to the Principals of Child Welfare Services. |
| G | Assurances | For your information. A signed Application certifies the Assurances. |
| H | Sample Contract | Sample only |
| I | Exhibit 1 | Certification of Completion of Required Criminal and Background Checks |
| J | Reporting Forms | Expectations for quarterly reporting once a provider has a contract to provide services. |
| K | Proposal Scoring Tool | Tool that DCS staff will use to score the proposals |
| L | Interview Report | For your information. Standard form to be used if requested by the local DCS office. |
| M | Standard release form | For your information. Standard form to be used to obtain parental consent for DCS to share information with the CAC. |
| N | Federal Selected Disallowed Expenses | For your information. Expenses that are not allowed. |
| O | Required question form | RFP questions must be submitted with this form to the childwelfareplan@dcs.in.gov |
| | | |